LOT POLISH AIRLINES NAME CORRECTION PROCEDURE

FOR LO POLISH AIRLINES TICKETS (080) DATE: +1-866-568-3047 VERSION: 22MAR/17.0 STOCK RESTRICTIONS: 080

LOT REVENUE MANAGEMENT 2022

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☐The procedure is valid for all LO (080) tickets and individual passengers, regardless of the booking class and fare used in the ticket.

☐The Name Correction means the correction of the NAME element in the reservation, without changing the passenger (change of passenger not

allowed).

☐Each case of Name Correction requires a ticket reissue and entering in the Endorsement field: NCLO080.

☐Name Correction does not require any additional payment.

☐Authorization to make Name Correction (Waiver) is not required for cases listed below:

☐Changes up to 3 letters, for surnames consisting of more than 1 letter, if it is a mistake that does not change the meaning of the whole

name or surname (e.g. MICHLA instead of MICHAL)

☐Incorrect specification of the gender/ type of passenger in the reservation (e.g. MR instead of MRS)

☐Change of name and/or surname due to a marital or legal status change (e.g marriage, divorce, adoption)

☐Used diminutive of the name (e.g. KRZYSIEK instead of KRZYSZTOF, MAGDA instead of MAGDALENA, JULIJA instead of JULIA)

☐Swap places of name and surname (e.g. JAN/KOWALSKI instead KOWALSKI/JAN)

☐Name cut off by the system (e.g. NIEWIA/KAROLINA instead of NIEWIADOMSKA/KAROLINA)

☐Adding of the second part of the surname or middle name in accordance with the passenger ID provided (e.g. KOWALSKI/JAN instead of

KOWALSKI/JAN PIOTR)

☐If the error is more than 3 letters that can change the wording of the name, but it is the same person, according to the presented

documents and the error in the spelling in PNR is due to lack of knowledge of specific language or country diacritics, sounds etc. (e.g. SABANOWIC instead of SZABANOWICZ). The same rule applies to passenger with a surname consisting of more than 1 letter.

☐All other cases not mentioned above name corrections are not allowed.

☐For cases where it is sure that the same person is travelling, but the request for a Name Correction does not cover the above conditions, please

contact directly with LOT Help Desk, which may provide additional support (e.g. approval to refund and purchase a new ticket).

SUMMARY OF NAME CORRECTION RULES

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NAME CORRECTION IN PRACTICE

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☐Changes up to 3 letters can be made independently within the used GDS system - it is the responsibility of the person making the change to check that the

segments are fully synchronized between the GDS and the airline system (after making the change booking segments must hold status confirmed).

☐Changes above 3 letteres require each time contact with the LOT Help Desk in order to correct the NAME element in the original PNR (due to the possible

required synchronization of the reservation)

☐ For a change of more than 3 letteres when booking is being made in other than Amadeus (1A) system, it might be required to make a new reservation in case of synchronisation problems occured between the systems. For those cases - the relevant GDS Help Desk should provide support.

- If you decide to make a new booking, enter the correct NAME element in the new PNR and enter same flight segments in the same booking class

as the previous booking (if the same booking class in not available, the lowest available booking class should be used - the original class will be confirmed by LOT).

☐For bookings with an OAL (other airline) segment, we recommend you create a new booking, while maintaining OAL segments in the old PNR (in case that

OAL will not allow a change in the new PNR). If a name correction was made as part of the original booking, before contacting the LOT Help Desk, please check with a OAL given possibility of making a change. LOT Help Desk may make changes in accordance to the standard rules of LOT- in the event of a rejection by another airline, which results cancellation of a segment (UC/HX status) a new booking must be created. For such cases, please contact OAL directly. In case the original booking class for OAL segment would not be available anymore a charge should be collected to a higher available fare.

Examples:

☐Correction of the NAME element, requiring a change of up to 3 letters ☐change possible within the used GDS, the ticket should be reissued and NCLO080

should be added in Edorsement box.

☐Correction of the NAME element above 3 letteres ☐Please contact the LOT Help Desk to correct the NAME element. The ticket must be reissued and

NCLO080 should be added in Endorsement box. Make sure that segments are synchronized between the GDS and the airline system.

☐Correction of the NAME element in a reservation containing an OAL segment☐Please create a new booking while keeping OAL flight segments in case the

airline does not allow for a name correction in the new PNR. LOT is not responsible for OAL segments, in case of fare difference being a result of new booking classes, fare difference must be collected.

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PASSENGER NAME CHANGE AS PART OF „CIP" &"LOT DLA FIRM" PROGRAMME

NAME CORRECTION PROCEDURE

CIP LOT DLA FIRM

Applies to all markets Applies to Polish market

The corporate client must have a "CIP" contract signed with the LOT. The conditions for changing a passenger according to the VAB package are shown below:

- SAVER & promotional fares ☐No possibility of changing the passenger. - STANDARD ☐No possibility to change passenger in classes lower than Q - STANDARD ☐Change of passenger is possible in classes Q and above, no

change fee. - FLEX ☐Change of passenger is possible in all booking classes, no change

fee. - Non-VAB fares ☐Change of passenger is possible in classes Q and

above, no change fee.

The corporate client must participate in "LOT DLA FIRM". The conditions for changing a passenger according to the VAB package are shown below:

- SAVER & promotional fares ☐No possibility of changing the passenger. - STANDARD ☐No possibility to change passenger in class lower than Q - STANDARD ☐Change of passenger is possible in class Q and higher for a

fee of 250 PLN (or equivalent in other currency). The name change fee must be listed on the EMD name change. - FLEX ☐Change of name is possible in all classes, for a fee of 200 PLN (or

equivalent) - Non-VAB fares ☐Passenger change is possible in class Q and higher for a

fee of 250 PLN (or equivalent in other currency).

Change of passenger in case of „CIP" and „LOT dla FIRM" is possible only after ticket issuance.